

**JOB OPPORTUNITY BULLETIN****MISSOURI STATE HIGHWAY PATROL - INFORMATION SYSTEMS DIVISION**

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**TITLE:** Technical Support Manager - Administrative Support Services Section**LOCATION:** General Headquarters, Jefferson City, MO**FACILITATOR:** Liz Stokes (573) 526-6335; liz.stokes@mshp.dps.mo.gov

**DESCRIPTION:** The Technical Support Manager position is assigned to the Information Systems Division located at the General Headquarters of the Missouri State Highway Patrol. The official domicile is Jefferson City, Missouri. This position is classified as exempt under the Fair Labor Standards Act.

**POSITION SUMMARY:** This position is responsible for the designing, planning, scheduling and coordinating of systems that may include systems administration, systems programming, teleprocessing, network operations, operations support, help desk and data management used by the agency. (For a more detailed job description go to: <http://www.mshp.dps.missouri.gov/MSHPWeb/PatrolDivisions/HRD/Civilian/salarySchedule.html>.)

**QUALIFICATIONS:** Graduation from an accredited four-year college or university with a bachelor's degree in Computer Science, Management Information Systems, or related field **AND** one year of experience as a Technical Support Manager **OR** four years of technical data processing experience in systems programming, systems administration or technical programming of which one year must have been in a supervisory capacity.

**It is highly desirable that applicants for this position possess knowledge of and/or experience in the following:** Project Management Certification - PMI and/or State of Missouri; Practical Project Management Experience; knowledge of contracts, grants, budgets, and other financial matters; Criminal Justice laws and legislative process; Report Writing FOCUS / WebFOCUS & SQL; Relational database management systems: SQL Server, Oracle, DB2; Data Warehouse Concepts; Missouri Uniform Law Enforcement System (MULES); National Crime Information Center (NCIC) Network; National Law Enforcement Telecommunications System (NLETS).

**STARTING SALARY:** (bi-monthly)**Technical Support Manager:** \$2,314.50 - \$3,322.00

**APPLICATION PROCEDURE:** Individuals interested in this position must submit the Patrol's Application for Employment and submit official college transcripts (unofficial internet copies will not be accepted) prior to the application deadline. Resumes will not be accepted in lieu of the application. Applicants may obtain an application from the Patrol's website at [www.mshp.dps.missouri.gov](http://www.mshp.dps.missouri.gov), or by contacting the facilitator listed above.

Current employees who meet the minimum qualifications stated above may apply through the Human Resources Division by submitting a SHP-15C Intradepartmental Letter of Application and resume through channels prior to the application deadline. Lateral applicants will be considered at the same time as all the other applicants.

Individuals who have completed an application for a position within the last twelve months may request their application be pulled for consideration by contacting the facilitator listed above. If an application is older than twelve months, the applicant must submit a new application.

Interview boards are tentatively scheduled for the week of April 5, 2010. The tentative start date for this position is within 30 days of the interview.

Some Patrol duties relate to criminal activity. Therefore, employees may be exposed to written material, photographs, and/or verbal language of a sexual nature. The requirements of this position are not intended to create a hostile work environment; however, it is work of an extremely sensitive nature. A copy of the Missouri State Highway Patrol policy on sexual harassment is available upon request.

**NOTE:** Final selection may be based upon several factors, e.g., results of an oral interview, written examination or exercise, review of past work performance, performance evaluations and/or candidate's possession of the knowledge, skills and abilities deemed necessary for successful performance in the job. Once a job offer has been made, employment with the Missouri State Highway Patrol is contingent upon the successful results of a Patrol administered drug test, favorable background investigation, and the results of a medical or psychological testing, when required.

**EEO STATEMENT:** The Missouri State Highway Patrol is an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, color, religion, sex, national origin, age, disability status, or any other non-merit factor.